

IN THE SPECIFICATION:

Page 1, lines 1-12, please replace the first two paragraphs as follows:

Context Aware Call Handling System

BACKGROUND OF THE INVENTION

Field of the Invention

This invention relates generally to communication systems, and more particularly to a context aware call processing architecture for effecting user-defined features.

~~Background of the Invention~~

Description of the Prior Art

Traditional telephony features are standardized and coarse grained. Users are given access to a plurality of features (Call Forward on Busy etc.) that are centrally located within a communication system, such as a PBX.

Page 2, lines 6-34, please replace as follows:

~~Summary of the Invention~~

SUMMARY OF THE INVENTION

According to the present invention, an architecture and implementation are provided by which telephony features can be personalized to meet fine-grained needs. The parameters that affect personalization features are considered to be part of a user's work context and so these features are called 'context-aware'.

More particularly, the system according to the present invention is capable of:

1. Generating relevant information from incoming call messages and relating that to a user's current context;
2. Identifying current user context and representing it in a way that can be utilized in call handling;
3. Providing means to specify personalized features in a way that is natural to untrained users while still providing the regularity that allows for efficient execution
4. Providing means for identifying feature conflict and resolving such conflicts in an intuitive manner to accommodate the needs of untrained users.

Unique aspects of this invention include:

1. A blackboard-based architecture for generation of user context information from incoming call information and relating that to the current user context
2. Standard means and parameters for specifying a user's context as it is pertinent to call handling;
3. Means for detecting feature conflicts and resolving these conflicts in ways expected by naïve users;
4. Means for user specification of personalized features that is compatible with the ability and expectations of naïve users while still providing the regularity required for efficient execution.

Page 3, lines 1-5 (first paragraph), please replace as follows:

~~Brief Description of the Drawings~~

BRIEF DESCRIPTION OF THE DRAWINGS

A detailed description of the invention is set forth herein below, with reference to the following drawings, in which:

Page 5, lines 31-34 through page 6, lines 1-13, (last paragraph beginning on page 5), please replace as follows:

~~Detailed Description of the Preferred Embodiment~~

DETAILED DESCRIPTION OF THE PREFERRED EMBODIMENT

Turning to Figure 1, a functional diagram is provided of the system according to the present invention. In operation, awareness data 1 is received from one or more ubiquitous sensors (not shown), relating to the user's location and activities, and applied to a context engine 3. A variety of technologies are available for tracking the locations of people. Examples of such ubiquitous sensors include the Active Badge System [Roy Want, Andy Hopper, Veronica Falcao, Jonathan Gibbons, "The Active Badge Location System", *ACM Transactions on Information Systems* 10(1) 91-102, 1992], PARCTabs [Norman Adams, Bill N. Schilit, Rich Gold, Michael Tso and Roy Want, "The PARCTAB Mobile Computing System", *Proceedings of the Fourth Workshop on Workstation Operating Systems (WWOS-IV)*, pages 34-39, Napa, CA, October 1993], mobile phones [Peter Duffett-Smith, "High precision CURSOR and digital CURSOR: the real alternatives to GPS", *Proceedings of EURONAV 96 Conference on Vehicle Navigation and Control*, Royal Institute of Navigation, 1996] and ultrasonic devices [Andy Ward, Alan Jones and Andy Hopper, "A new location technique for the active office", *IEEE Personal Communications* 4(5), 43-7, 1997].

Page 5, lines 26-31 (second full paragraph), please replace as follows:

Additional inventive aspects relating to the application of awareness data 1 to context-based communication systems is set forth in our copending applications filed on the same date as this application and entitled “System and ~~method~~ Method for ~~facilitating communication using presence~~ Facilitating Communication Using Presence and ~~communication services~~ Communication Services” and “Generation of Availability Indicators from Call Control Policies for Presence Enabled Telephony System”.